



# Electronic Visit Verification Member FAQ

*Updated April 26, 2022*

## **What is Electronic Visit Verification?**

Electronic Visit Verification allows MaineCare to confirm that you are getting the right personal care, home health, or hospice services at the right time and place and from the right healthcare provider.

## **Why is MaineCare doing Electronic Visit Verification?**

Electronic Visit Verification is required by the federal government. The federal government and MaineCare want to make sure you are getting the services you need.

## **How does Electronic Visit Verification affect me?**

Electronic Visit Verification will not change your benefits and services. The only change you will see is that providers may use a phone or tablet at the beginning and end of your visit to confirm that they provided a personal care, home health, or hospice service.

## **What am I confirming?**

Your provider may ask you to confirm that you have received a service.

## **What services will I need to confirm that I received?**

Your provider may ask you to confirm that you received personal care services related to activities such as:

- Getting in and out of a bed, wheelchair or, vehicle
- Using the toilet
- Bathing and other personal hygiene like combing hair or brushing teeth
- Dressing
- Eating
- Taking medicine
- Grocery shopping and shopping for medicines and other supplies
- Housework and laundry
- Managing money

- Preparing food and clean up

Your provider may ask you to confirm you received home health care services, including:

- Skilled nursing services
- Home health aid
- Physical therapy services
- Occupational therapy services
- Speech language pathology services
- Medical social work services

Your provider may ask you to confirm you received hospice services, including:

- Physician services
- Nursing services
- Medical social services
- Counseling services
- Home health aide services
- Physical, occupational and speech/language therapy (when provided for symptom control)

### **How does Electronic Visit Verification work?**

Your provider will use a mobile phone, tablet, or landline to show MaineCare that they provided you with a service.

### **Who confirms what services I've received if I am a minor?**

Your provider may ask your parent or guardian to verify that you received services if you are under 18 years old.

### **How do I confirm the services I've received if I can't read or write?**

You can confirm you have received services by speaking your name, instead of writing it.

### **When will my provider ask me to confirm the services?**

After you have received the service, your provider may ask you to confirm you received it.

### **What if I am not able to confirm that I received a service?**

If you are unable to verify a visit by speaking or in writing, the service provider will note that you are unable to confirm you received a service.

### **If I don't like the service that I received, can I refuse to confirm I receive it?**

Please confirm you have received the service. If you are unhappy with the services you received, you may speak with your case manager or care coordinator to see if there are other service providers who can meet your needs.

### **How can I be sure my information is safe?**

Keeping your information safe is important to us. The technology system where we store your information is protected, and someone must have a user ID and password to get into it. There are security measures in place such as:

- We encrypt your information. This means that only people or systems with a user ID and password can see it.
- We have firewalls and virus protections in place to prevent people who are not allowed to access your information from hacking into the system.
- We have a list of providers who can get into the system, and we review their access regularly.

### **What information are you storing?**

We store the following information:

- The type of service you receive
- The name of the person receiving the service
- The date of the service
- The location where you receive the service
- The name of the provider giving the service
- The time that the service begins and ends

### **What if I don't want to share my information?**

We protect your information following Health Insurance Portability and Accountability Act (HIPAA) guidelines. MaineCare needs information about the service you received, when you received the service, where you received the service, and who provided the service in order to pay providers for the service.

### **What if I am a minor and at home alone? Can a minor confirm a service?**

Only emancipated minors can confirm that they received a service.

**If a provider drops a child off somewhere other than home, such as a grandparent's home, who confirms the service was provided?**

A grandparent or other party can sign for the minor.

**Who do I call if I have questions?**

Please contact MaineCare Member Services with questions at 1-800-977-6740; TTY users dial 711.